

Product Number: 2531.01.09

QUALIFIED DEDICATED STORAGE

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The Division of Enterprise Technology (DET) is offering a dedicated disk storage environment for qualified users with image data in excess of one terabyte. Storage space in this environment will be available for use by State agency-owned open system servers hosted in the Salt Lake City data center approved to use this product by DTS Operations Management. This secondary storage is available for customers meeting the following requirements:

- The data stored is NOT mission-critical
- The storage is based on the Serial ATA (SATA) disk technology
- The data is comprised of a large amount of image data
- The storage requested must be at least one terabyte (1TB) in size
- The storage is directly attached using a single port connection to the application server and requires no additional network connectivity
- The application server is located close enough to the storage device to be directly attached
- Data replication for business continuity is not required and will not be available
- It is understood that scheduled maintenance on the storage device will cause a service outage for the server during the maintenance window
- Support is available M-F 7:30 a.m. to 5:30 p.m.

Qualified Dedicated Storage is provided to agencies on a LUN (Logical Unit Number) basis. The customer specifies the number of LUNs desired and the size of each LUN. This product is NOT to be used for backup purposes. There are a limited number of ports available for server connectivity and each must be used for the purpose they were intended.

PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Disk Drives	SATA 7,200 RPM based drives.
Reliability	Redundant, fault-tolerant hardware with a RAID 5 storage array.
Flexible support	Support for a wide array of operating systems and hardware platforms i.e Sun/Solaris, IBM/AIX, HP/UX, MS/WIN NT, MS/WIN 2000, MS/WIN 2003, Linux, and Netware.
Physically safe	Physically secure, climate controlled environment.
Monitoring	24x7 monitoring of the hardware availability.
Reliable power	Reliable uninterruptible power with battery backup and generator power.
Cost-effective	Reduced rate to accommodate mass storage.
Connectivity	Server directly attached to one port on the storage device – not connected through the SAN.

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
Backup and Restore Services	Backup and restore services are sold separately.
SAN Connectivity	Only direct-attached storage is supported.

RATES AND BILLING

FEATURE	DESCRIPTION	FY09 BASE RATE
Monthly Charges	Disk space allocated	\$0.30/GB

ORDERING AND PROVISIONING

Any State agency interested in purchasing this storage product should contact their DET assigned [Customer Relationship Manager](#) (CRM). The provisioning process includes these steps:

1. The customer agency contacts the agency's assigned CRM.
2. The CRM helps the agency verify that their storage needs meet the requirements for this product (see the requirements listed at the top of this document).
3. The CRM arranges for a needs assessment meeting between the customer agency and DET. In this meeting, the amount of storage, timeframes for completion, and other parameters for the project are established.
4. The storage requirements are reviewed by DTS management and approval is either granted or denied.
5. The customer agency provides the approval to DET to provision the required storage space

- by providing all information requested in the Product Order Form and submitting it.
6. DET provisions the required disk space.
 7. The agency and DET coordinate efforts to connect the agency's servers to the provisioned space.
 8. Service and billing begins when the customer agrees that the storage space is available.

DTS/DET RESPONSIBILITIES

All storage hardware is maintained by DET with full support by the hardware vendor.

DET provides support during business hours - M-F 7:30 a.m. to 5:30 p.m.

DTS/AGENCY RESPONSIBILITIES

The customer is responsible for ordering backup services required for the data.

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at dts.utah.gov. Published "Business Hours" for the DTS Service are 7:30 AM-5:30 PM, Monday-Friday. Hours of support/on-call coverage varies by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low priority – 1 Business hour	75%	Low priority - 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority - 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority - 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority - 3 Clock hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

Periodic reports will be created showing the level of satisfaction with resolution of incidents by specific support groups and the level of satisfaction of users by agency.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.2 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied